

Pearson BTEC Level 3 Nationals Extended Diploma

Window for supervised period:

Wednesday 12 January 2022 – Wednesday 26 January 2022

Supervised hours 8 hours

Paper
reference

20161K

Information Technology

UNIT 14: IT Service Delivery

Part B

You must have:

Outline_Service_Strategy.rtf

Define_IT_Services_Catalogue.rtf

IT_Service_Management_Implications.rtf

Instructions

- You will need your research notes from **Part A** (maximum two A4 sides hard copy).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** should be taken at any time during the period timetabled by Pearson.
- **Part B** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** should be kept securely until the start of the 8-hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer **all** activities.

Information

- The total mark for this paper is 68.

Turn over ►

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Instructions to Invigilators

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy individually prepared A4 research notes into **Part B** of the set task, as stated in **Part A**.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learners' notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

Maintaining Security

- Learners must not bring anything into the supervised environment or take anything out.
- Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.
- Internet access is not permitted.
- Learners' work must be regularly backed up. Learners should save their work to their folder using the naming instructions in each activity.
- During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.
- Learners can only access their work under supervision.
- User areas must only be accessible to the individual learners and to named members of staff.
- Any materials being used by the learners must be collected at the end of each session, stored securely and handed back at the beginning of the next session.

Outcomes for Submission

Each learner must create a folder to submit their work. Each folder should be named according to this naming convention:

[Centre #]_[Registration number #]_[surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345_F180542_Smith_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

Activity 1: activity1strategy_[Registration number #]_[surname]_[first letter of first name]

Activity 2: activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

Activity 3: activity3solution_[Registration number #]_[surname]_[first letter of first name]

Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

The work should be submitted no later than 28 January 2022.

Instructions for Learners

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A** to complete **Part B** set task. This material must be in a hard copy format.

Outcomes for Submission

You must create a folder to submit your work. Your folder should be named according to this naming convention:

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Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

You must complete an authentication sheet before you hand your work in to your Invigilator.

Set Task Brief

Fullwick Comprehensive School is based in Shropshire and will be moving to a new building with new equipment.

The school will occupy the new building in phases, with Years 7 and 8 moving in September 2020. There will be 21 members of staff that include teaching and non-teaching staff, and approximately 250 students.

In phase one, the school will occupy 9 classrooms, 1 learning resources centre (LRC), and 10 offices for IT support, teaching and administration staff.

The school has not purchased any IT equipment. The school needs your help to recommend an efficient IT system to store and manage its information and data requirements.

Fullwick Comprehensive School	
Location	Shropshire
Number of staff – 21	Headteacher (1), Deputy Headteacher / Safeguarding Manager (1), Teaching Staff (7), Classroom Support (2), Heads of Year (2), Year Group Support (2), Administrative Staff (2), Learning Resource Centre Assistant (1), Receptionist (1), IT Support Staff (2).
Staff information	Headteacher <ul style="list-style-type: none">• Overall management of the school• Ensuring a safe and secure environment• Recruiting/managing of staff• Setting policies and procedures.
	Deputy Headteacher / Safeguarding Manager <ul style="list-style-type: none">• Management of the school in Headteacher's absence• Behaviour management• Responsibility for safeguarding• Constructing lesson timetable.
	Heads of Year <ul style="list-style-type: none">• Liaise with staff, students and parents / guardians• Liaise with Classroom Support• Monitor progress of students• Lead and manage a team of teachers. Year Group Support <ul style="list-style-type: none">• Administration for the year group• Liaise with parents / guardians on student progress• Administration duties for school excursions• Produce attendance and punctuality reports.

	<p>Teaching Staff</p> <ul style="list-style-type: none"> • Register attendance and punctuality of students • Record and monitor academic progress of students • Prepare and teach lessons. <p>Classroom Support</p> <ul style="list-style-type: none"> • Record progress of a group or an individual student. • Gives academic support to a group or an individual student. <p>Administrative Staff</p> <ul style="list-style-type: none"> • General communication with parents and students • Managing benefits for school meals, transport and / or clothing • Provide administrative support for Headteacher/ Deputy Headteacher. <p>Learning Resource Centre (LRC) Assistant</p> <ul style="list-style-type: none"> • Managing issuing and return of library books • Allocating 20 computers in the LRC area • Assisting students with IT related issues. <p>Receptionist</p> <ul style="list-style-type: none"> • General receptionist duties • Operating the main entrance security system • Issuing visitor security passes.
IT Support	<p>IT Support Staff</p> <ul style="list-style-type: none"> • Managing and providing support for IT systems.

Rooms – 20	<p>General classrooms (7)</p> <ul style="list-style-type: none"> • 1 staff PC in each classroom. <p>IT classrooms (2)</p> <ul style="list-style-type: none"> • 20 student PCs in each classroom • 1 staff PC in each classroom. <p>LRC (1)</p> <ul style="list-style-type: none"> • 20 student PCs • 1 staff PC. <p>Headteacher's office (1)</p> <ul style="list-style-type: none"> • Dedicated PC. <p>Deputy Headteacher's office (1)</p> <ul style="list-style-type: none"> • Dedicated PC. <p>Administration staff office (1)</p> <ul style="list-style-type: none"> • 2 dedicated PCs. <p>Reception area (1)</p> <ul style="list-style-type: none"> • 1 dedicated PC. <p>IT Support room (1)</p> <ul style="list-style-type: none"> • Suitable IT equipment for 2 IT support staff. <p>Heads of Year offices (2)</p> <ul style="list-style-type: none"> • 1 dedicated PC in each room. <p>Year Group Support office (1)</p> <ul style="list-style-type: none"> • 2 dedicated PCs. <p>Teaching Staff offices (2)</p> <ul style="list-style-type: none"> • 4 dedicated PCs in each room.
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In the future Fullwick Comprehensive School is looking to improve systems by providing:

- an extension to the network to accommodate the increasing size of the school
- a website with the necessary hardware and software
- secure remote access for students.

Part B Set Task

You must complete ALL activities within the set task.

Produce your documents using a computer.

Save your documents in your folder ready for submission using the formats and naming conventions indicated.

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in **Part A**. Reading time is included in the overall assessment time.

Fullwick Comprehensive School is a newly built school and has employed you to design an IT service solution by applying the IT service delivery life cycle. You should consider alternative solutions and the delivery implications these may have on the current and future needs of the organisation.

Activity 1: Outline IT service strategy

Produce an outline IT service strategy using the template **Outline_Service_Strategy.rtf** for Fullwick Comprehensive School's current and future needs.

Your service strategy should:

- identify Fullwick Comprehensive School's IT service and/or process requirements
- prioritise the IT service and/or process requirements in relation to the needs of the organisation and its users
- justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as **activity1strategy_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 1 = 8 marks)

Activity 2: IT service catalogue

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the organisation. Use the template

Define_IT_Services_Catalogue.rtf

Save your completed service catalogue as a PDF in your folder for submission as **activity2catalogue_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 2 = 8 marks)

Activity 3: IT service delivery solution

Produce a design for an IT service delivery solution that will meet the current and future needs of Fullwick Comprehensive School and its users.

You should include:

- information requirements
- data requirements
- hardware and software service options
- managing infrastructure and users.

Your design evidence may contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as **activity3solution_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 3 hours on this activity.

(Total for Activity 3 = 20 marks)

Activity 4: Management report evaluating the solution

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Fullwick Comprehensive School.

It should include:

- an assessment of the appropriateness of your solution
- a comparison with alternative solutions that could be used
- a rationale for choosing your solution over the alternatives.

Save your completed management report as a PDF in your folder for submission as **activity4evaluation_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 4 = 12 marks)

Activity 5: IT service management implications report

Produce a report using the template **IT_Service_Management_Implications.rtf**

Analyse the IT service management implications for Fullwick Comprehensive School of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- implementing your solution and delivering the organisation's services and products
- managing and supporting staff
- managing and supporting students
- managing the organisation's IT assets.

Think about how each area will be affected by:

- constraints, such as legal requirements, security issues, resource limitations
- changes in the organisation's aims, products and services.

Save your completed implications report as a PDF in your folder for submission as **activity5implications_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 5 = 16 marks)

TOTAL FOR TECHNICAL LANGUAGE IN TASK = 4 MARKS

TOTAL FOR TASK = 68 MARKS